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Shirley Franklin
Mayor

CITY OF ATLANTA
Office of the Mayor
55 Trinity Avenue, SW
Suite 2400
Atlanta, Georgia 30303
404-330-6100

Greg Pridgeon
Chief of Staff

June 17, 2009

09- C-1208

President Lisa Borders and
Members of the Atlanta City Council
City Hall, Suite 2900 South
68 Mitchell, SW
Atlanta, GA 30303

RE: Civil Service Board Appointment

Dear President Borders and Members of the Council:

It is my pleasure to appoint Ms. **Carol King** to serve on the **Civil Service Board** on behalf of the City of Atlanta. Ms. King is a resident of the City of Atlanta and is willing to serve in this capacity. This appointment is to complete the unexpired term of Carole Dortch which expires on 5/21/10.

I am confident that Ms. King will serve the Civil Service Board with integrity and dedication. A copy of her resume' is attached

Sincerely,

A handwritten signature in black ink, appearing to read "Shirley Franklin".

Shirley Franklin

Carol King (Roberts)
115 Hilliard Street, # 333
Atlanta, GA 30312
(404) 428-6090

Career Objective: *I am seeking a position which is challenging and personally rewarding, and in a field where my abilities, natural initiative, creativity, strong work ethic and team spirit can continue to develop. I thrive in the customer service field with a fierce commitment to helping people.*

Highlights of Qualifications:

- Spanish interpreter with hospital certification, for customer service, patient access
- Strength in recognizing and creatively solving problems and challenges in a consistent, quality, and timely manner; strong team spirit
- Positive demeanor, resolution-oriented; strong dedication to task at hand and great customer service skills
- Versatile in several Microsoft programs and several medical specialty programs, 65-80 wpm (typing); 20+ years of public relations, editing, legal research, media relations, management.

Recent Work Experience:

2005 – 2007 Grady Hospital Health Systems Atlanta, GA

1996 - 1999 **Medicaid Coordinator/Interpreter/PRN**

Interviewed all incoming under- and non-insured patients to determine eligibility for SSI, SSD and Medicaid. Translated for all incoming Hispanic patients for same; designed Spanish-language medical documents. For expediting Patient Access, interviewed patients in ICUs, on mental health floor, in AIDS and pre-, peri-, and post-natal units. Prepared daily census of patients and distributed to coordinators in department for Medicaid processing. Using State computer programs, successfully researched and applied hundreds of thousands of Medicaid dollars to eligible patient accounts.

2002 – 2004 Community Development Programs Center of NV Las Vegas, NV

Independent Contractor/Grants and Proposals Writer/Public Relations

Submitted proposals resulting in over \$20 million funding for five low-income senior housing projects design and construction. Public relations, documentation and live presentations to potential Nevada and California funding sources, FDIC, Novogradac, City of Las Vegas and Clark County, State of Nevada and local banks; designed landlord/tenant guidelines as required.

2000 – 2002 Priority Staffing Temp Agency Las Vegas, NV

Administrative Assistant

Assigned to several long- and short-term positions with hospitals, law offices, government agencies resorts and casinos, including Clark County Family Court, Sunrise Hospital, Las Vegas Valley Water Engineering Department, Encore/Casino Productions, Lake Las Vegas Family Resort, Citigroup/Sears Division.

Additional Work Experience: Public Relations Director, Girl Scouts, Morehouse, Clark colleges; Legal Assistant, various Atlanta/Las Vegas Law firms, City of Atlanta Solicitor's Offices and Community Development; Associate Editor, Southern Regional Council magazine, L.A. magazine, contributing writer, various magazines, newspapers.

Education: **B.A. Georgia State University**, Major: Spanish/Education; Minor: Art,
J.D. Woodrow Wilson Law School, Major, Personal Injury, Civil Law

Carol Roberts - 1962-2007

(Targeted Resumes are Available Upon Request, i.e., legal, PR, education)

Paid & Volunteer Work Summary, Including as Independent Contractor

(I have always worked at least one full- and one part-time job together because I was a divorced mother with sons in private church schools or college)

Public Relations Director

Media Manager

Public Relations Assistant

Associate Editor, Contributing Editor, Photographer

- 1996 Olympics Atlanta Interpreter and Visitor Guide
- Economic Opportunity Atlanta
- Clark-Atlanta University-Morehouse College
- P. Torrence & Associates Billboards
- Northwest Georgia Girl Scout Council
- City of Atlanta Community Development
- Southern Regional Council Magazine, L.A. Magazine, Harper's Weekly, Bronner Brothers Magazine, local and national magazines, newspapers, radio and television

Created "launch" PR packages for friends' new businesses, churches, family reunions

In these PR positions, I was responsible for writing primarily news and human interest stories or announcements of upcoming events about the organizations or schools, and designing volunteer recruitment and training programs; distributed those stories or announcements via electronic and paper media. Was photographer and layout editor in newsletters, brochures, posters, billboards, packaging (Girl Scout cookie boxes), merit badges (GS), letterhead, business cards, handouts and magazine ads. As a manager, responsible for plans of work, goals and objectives, department policies and guidelines, employee handbooks.

Office Manager, Administrative Assistant

Legal Assistant/Case Manager/Settlements Manager

Legal Secretary/Client Billing

Medicaid Coordinator

Spanish Interpreter

Intake Coordinator/Medicaid/SS

Customer Account Representative

Grants and Proposals Writer – Non-Profit

- City of Atlanta Solicitor's Office
- TKS&E, PC; Howell & Associates, PC, Arrington & Hollowell, PC
- Asociacion para la Educacion Teologica Hispano
- Priority Staffing (various assignments), Clark County (LV) Family Court, CDPCN
- Citibank /Sears
- Grady Hospital
- CDPC Nevada

Worked predominantly as law partner support, providing legal research, writing briefs and opinions, maintaining law libraries. I was responsible for interviewing clients, setting up their files, collecting evidence, subpoenaing witnesses, setting depositions, maintaining and updating (average workload: 35) cases in personal injury, divorce, adoption, wrongful death, insurance defense, and criminal defense, and setting trials. Researched and prepared winning personal injury, wrongful death, and divorce settlement packages. Researched, prepared appropriate grant/proposal documentation for the successful funding of five (5) low-income senior citizens housing projects (Las Vegas).

Substitute teacher for Decatur City and Cobb County Schools. **Lead Teacher** YMCA 3 y.o. class